

## SB-10056234-4603

### FORD:

2012-2014 Focus

2013-2014 C-MAX ,Escape

This article supersedes TSB 13-12-13 to add a production fix date and update the vehicle model years.

### ISSUE

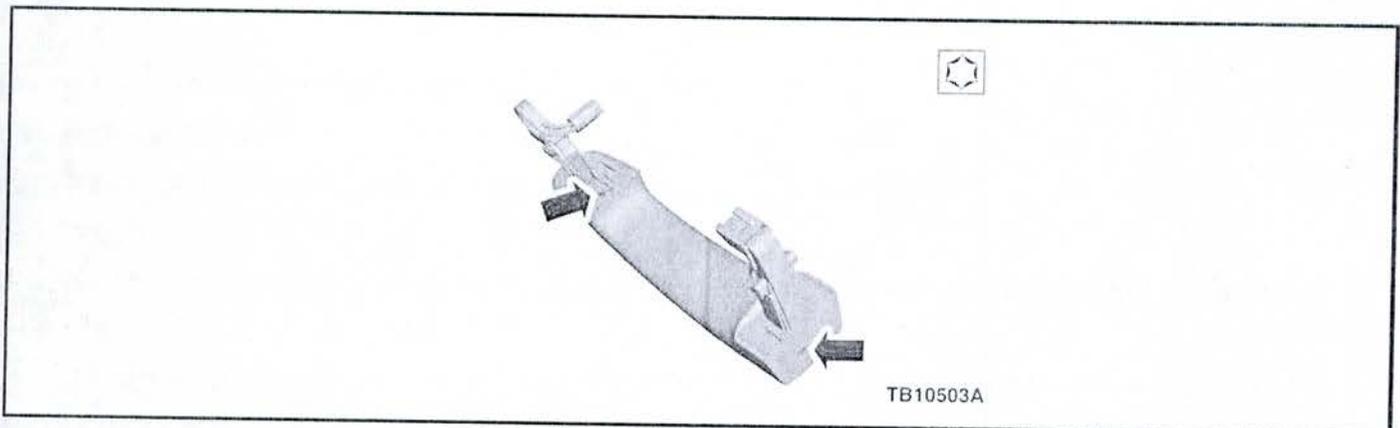
Some 2012-2014 Focus, 2013-2014 C-Max and Escape vehicles equipped with Passive Entry-Passive Start (PEPS) and Intelligent Access (IA), and with a built on or before 11/27/2013 may exhibit a customer concern of intermittent IA Smart Unlock function at the left or right front door is inoperative. This may be due to a salt, water, dirt film which has developed on internal components of the exterior front door handle.

### ACTION

Follow the Service Procedure Steps to correct the condition.

### SERVICE PROCEDURE

1. Do the power door locks function normally when using the remote control?
  - a. Yes - proceed to Step 2.
  - b. No - this article does not apply. Refer to Workshop Manual (WSM), Section 501-14 for normal diagnosis.
2. Does the IA Smart unlock the doors?
  - a. Yes - this article does not apply. Refer to Workshop Manual (WSM), Section 501-14 for normal diagnosis.
  - b. No - proceed to Step 3.
3. Remove the affected exterior front door handle. Refer to WSM, Section 501-14.
4. Using a Torx T6 screwdriver, carefully remove the two (2) screws, and remove the front door antenna, and door locking sensor assembly. (Figures 1 and 2)



NOTE: The information contained in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford, Lincoln, or Mercury dealership to determine whether the bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.

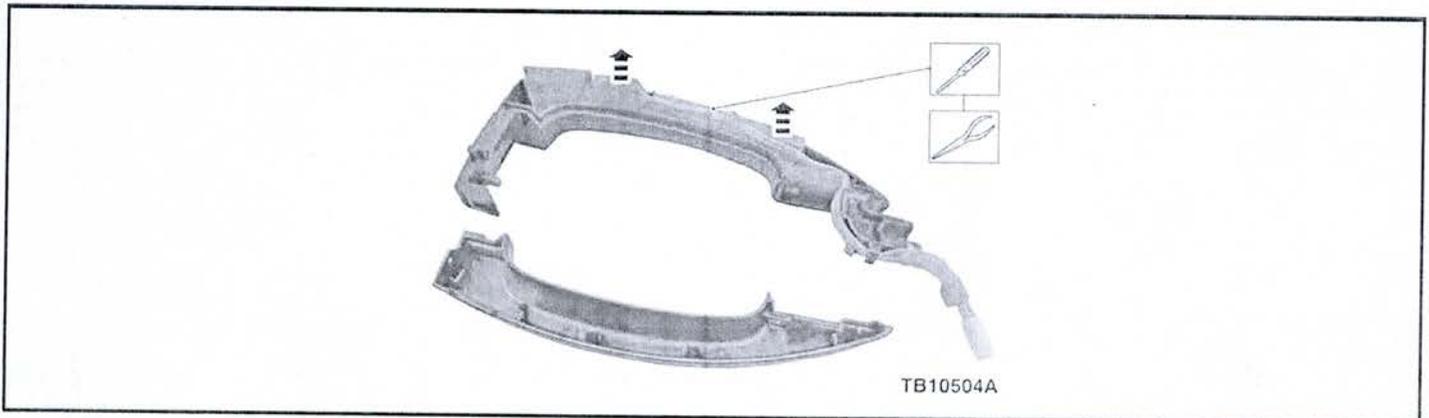


Figure 2 - Article 14-0078

5. Clean all parts using clear water, except the electrical connector, and dry using compressed air ensuring all moisture has been removed.
6. Apply SONAX® Polymer Net Shield or equivalent to all inner surfaces of the exterior front door handle, all outer surfaces of the front door antenna and door locking sensor. (Figure 3)

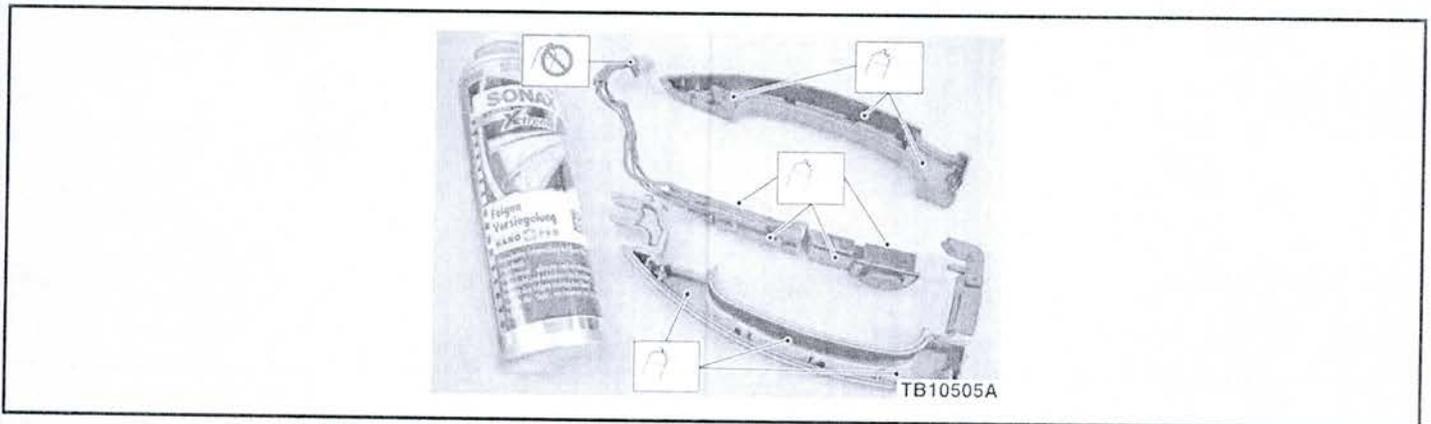


Figure 3 - Article 14-0078

- a. Do not apply any of the product to the electrical connector.
7. Allow the spray to dry for five (5) minutes.
8. To install, reverse the removal procedure Steps 3 and 4.

Obtain Part Locally	
Part Number	Part Description
223 100	Sonax® Polymer Net Shield

PART NUMBER	PART NAME
W717070 S450	Screw

OPERATION	DESCRIPTION	TIME
140078A	2013-2014 C-MAX, 2013-2014 Escape, 2012-2014 Focus: Apply Sealer To All Inner Surfaces Following Service Procedure One (1) Front Door (Do Not Use With Any Other Labor Operations)	0.5 Hr.

OPERATION	DESCRIPTION	TIME
140078B	2013-2014 C-MAX, 2013-2014 Escape, 2012-2014 Focus: Apply Sealer To All Inner Surfaces Following Service Procedure Both (2) Front Door (Do Not Use With Any Other Labor Operations)	0.7 Hr.

**WARRANTY STATUS:**

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage

Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

**DEALER CODING**

BASIC PART NO.	CONDITION CODE
5422404	42